

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**ELEVATOR OPERATOR  
PARKS AND RECREATION DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs light manual work operating a passenger elevator.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for the prompt, courteous, and safe operation of an elevator in a public building. Work involves providing constant attention to passengers and to safety precautions when passengers are boarding or leaving the elevator. Work is performed under the general supervision of the Building Services Coordinator and is reviewed through observation in terms of the safe and efficient operations of the assigned elevator.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Manipulates controls for the operation of the elevator and prevents over loading.  
Listens and watches for signals of improper operation.  
Picks up and discharges passengers.  
Provides information to the public concerning office locations.  
Reports defects in the mechanical operation of the elevator.

**ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

Ability to learn the manual techniques involved in the operation of a passenger elevator.  
Ability to deal tactfully and courteously with elevator passengers.  
Ability to provide information to the public concerning office locations.

**MINIMUM EXPERIENCE AND TRAINING**

Any combination of relevant education, training, and experience approximately equivalent to completion of the eleventh school grade, with some experience with the public required; and/or any equivalent combination of training and experience required to perform

the

## **ELEVATOR OPERATOR**

essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, and perform as an effective team member.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities, and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 3  
Non-Exempt  
Revised July, 2000